Common items across users

Common needs:

- Landing page does not display most relevant information
    - A major issue at every level
    - Typically ignore activity on Dashboard “I don’t need to see anybody else’s work on my dashboard.”
    - Prefer seeing last modified information
    - Pay most attention to their “spaces”
- Rarely use search
- Reduce redundant data entry/work
    - Entering resources information is often redundant
- Most useful for procedure and peer review

Common Tasks:

- Create
- Edit
- Approve
- Review

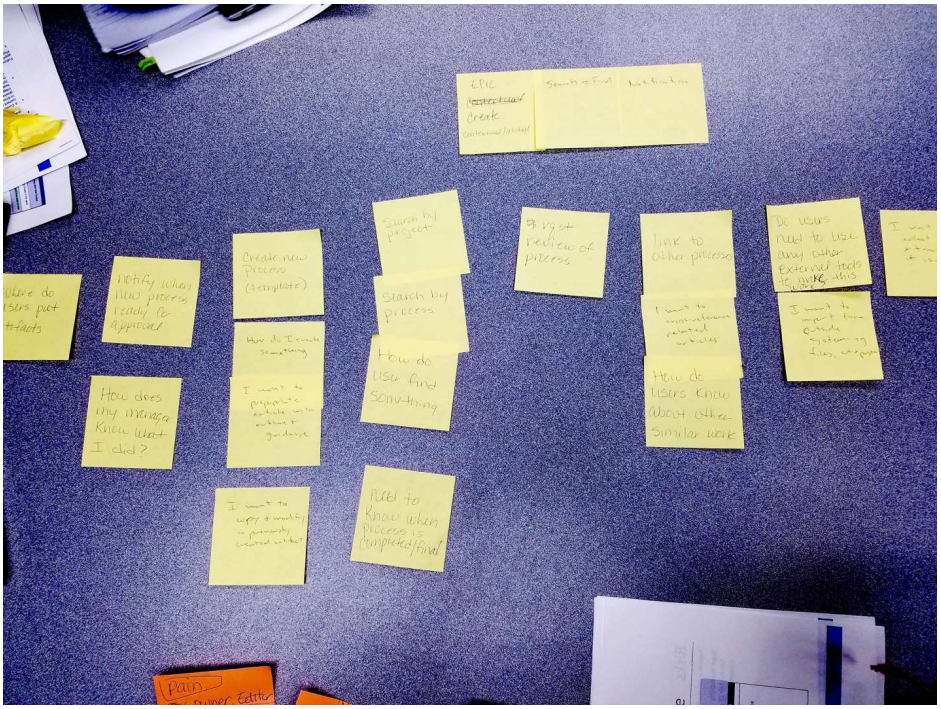
Observation:

- Sensitivity to over notifications, but need a balance, want to be notified, but not spammed. Typically email works.
- Really like seeing the user face as an icon, it helps them quickly identify who’s worked on something.
- Want to be able to add comments

Results Affinity Diagram/Priority

Process: after conducting contextual interviews, return to the team and document (popcorn style). List one item per post-it note and then conduct affinity diagramming to group and prioritize possible features/tasks for design to begin.

Commented [1]: RECOMMENDATIONS:
1. Provide search filters filters that allows users to see results and refine their search. This will help guiding them to find the items they need in an intuitive and fast way.
2. Provide pagination and volume (number of results) when search results are lengthy and cannot be represented in one view.
3. Test search with real data early then iterate from what is discovered in order to improve and refine.


EPIC
Create
Search & Find
Notification
Search by project
Search by process
How do user find something
Need to know when process is completed/final
rgst review of process
link to other processes
How do users know about other similar work
Do users need to use any other external tools to make this work?
Create new process (template)
How do I create something
I want to prepopulate article with outline & guidance
I want to copy & modify a previously created artifact
notify when new process ready for approval
How does my manager know what I did?
Pain